NH DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE DIRECTIVE		CHAPTER General Administration STATEMENT NUMBER 1.10		
SUBJECT:	DOCUMENTATION OF INQUIRIES	EFFECTIVE DATE	06/01/06	
	RELATIVE TO PERSONS UNDER SUPERVISION	REVIEW DATE	09/15/07	
DD ODON IEN IE	T CCT D II' I C C OCC	SUPERCEDES PPD#	<u>1.10</u>	
PROPONENT:	Jeff Lyons, Public Information Officer			
	Name/Title	DATED	<u>09/01/04</u>	
	Commissioners Office 271-5602			
	Division Phone #			
ISSUING OFFICER:		DIRECTOR'S INITIALS:		
		DATE:		
		APPENDIX ATTACHED:		
William Wrenn, Commissioner		YES: NO	:	
REFERENCE NO: See reference section on last page of PPD.				

#### I. PURPOSE:

To provide guidance in documenting inquiries from persons outside the Department of Corrections relative to persons under supervision by the Department of Corrections. Such inquiries must be recorded and documented together with the response and placed in the individual's file.

#### II. APPLICABILITY:

To all staff

#### III. POLICY:

It is the policy of the Department of Corrections to accurately document all inquiries relative to persons under its control.

#### IV. PROCEDURE:

- A. Employees of the department who receive inquiries from the public, other agencies, lawyers, the media or any other source outside the department shall complete a Contact Sheet (Attachment 1) and shall cause the nature of the inquiry, the person who inquired, the person who responded, and the contents of the response to be placed in the file of the person under supervision. Inquiries of a routine nature or containing public information need not be documented on the form. These inquiries include but are not limited to:
  - 1. Verification of offender's incarceration status
  - 2. Verification of offender's release or parole date
  - 3. Inquiry into offender's visiting schedule
- B. Completion of this form together with the response will provide continuity in the record as to responses provided concerning this individual offender and will serve as a basis to record who is interested and what the departmental response was. Simple questions to which simple answers are provided may be simply handwritten and placed in the file. Long, more convoluted questions and responses should be typed and filed. In either case, the form should be completed and filed as rapidly as possible since responsiveness to inquiries is a measure of the department's professionalism.

### REFERENCES:

## <u>Standards for the Administration of Correctional Agencies</u> Second Edition Standards

## Standards for Adult Correctional Institutions Fourth Edition Standards

## Standards for Adult Community Residential Services Fourth Edition Standards

# Standards for Adult Probation and Parole Field Services Second Edition Standards

<u>Other</u>

LYONS/pf

Attachment

## **CONTACT SHEET**

NAME OF OFFENDER	ID NUMBER	
NAME OF PERSON MAKING INQUIRY	DATE OF INQUIRY	
NAME OF PERSON RECEIVING INQUIRY		
_NATURE OF INQUIRY:		
PERSON(S) REFERRED TO FOR RESPONSE:		
RESULTS:		